



STATE OF TENNESSEE
RFP # 317.03-189-09
AMENDMENT # 1

August 1, 2008

THE SUBJECT RFP IS HEREBY AMENDED AS FOLLOWS.

A. The following RFP Schedule of Events updates or confirms scheduled RFP dates.

EVENT	TIME	DATE	UPDATED / CONFIRMED
1. State Issues RFP		July 9, 2008	CONFIRMED
2. Disability Accommodation Request Deadline		July 16, 2008	CONFIRMED
3. Pre-proposal Conference	2:00 p.m.	July 21, 2008	CONFIRMED
4. Notice of Intent to Propose Deadline		July 23, 2008	CONFIRMED
5. Written Comments Deadline		July 29, 2008	CONFIRMED
6. Preliminary State Response to Written Comments		August 1, 2008	UPDATED
7. State Responds to Written Comments		August 15, 2008	CONFIRMED
8. Proposal Deadline	2:00 p.m.	September 3, 2008	UPDATED
9. State Completes Technical Proposal Evaluations		October 3, 2008	UPDATED
10. State Opens Cost Proposals & Calculates Scores	9:00 a.m.	October 6, 2008	UPDATED
11. State Issues Evaluation Notice & Opens RFP Files for Public Inspection	9:00 a.m.	October 10, 2008	UPDATED
12. Contract Signing		October 22, 2008	UPDATED
13. Contract Signature Deadline		October 29, 2008	UPDATED
14. Contract Start Date		November 3, 2008	CONFIRMED

- B. INFORMATIONAL NOTE 1.** In reviewing the Written Comments that were submitted, the State noted a significant number of questions that fell into three general categories: (1) who the incumbents were/how to obtain records from the current ITPro contract; (2) confusion regarding the requirement for all vendors to address both Staff Augmentation and Project Statements of Work in their proposals; and (3) reference requirements. The State believes that it would be beneficial to clear up areas of confusion by addressing these Written Comments at this time. The State will respond to the remainder of the Written Comments according to the Schedule of Events, as amended above.
- C. INFORMATIONAL NOTE 2.** As a result of questions received pertaining to customer references and the State's additional consideration of related language, the State has made significant changes to RFP Attachment 6.3, Section B, Item B.14. These changes clarify the State's intent with regard to references. Please review the amended language carefully; it appears below as Item E.

In addition, the State is also amending the RFP Schedule to provide additional time for vendors to obtain references from their clients. See amended schedule above.

D. The following State responses to the questions detailed shall amend or clarify this RFP accordingly.

	QUESTION/COMMENT	STATE RESPONSE
	Note: in the questions that follow, any vendor's restatement of the text of the Request for Proposals (RFP) is for reference purposes only and shall not be construed to change the original RFP wording.	
1.	[a] Only FIVE vendors will be selected in this process? [b] Is that how many you currently have supporting the State?	[a] The State intends to award a Contract to five (5) Proposers. See RFP Section 1.1, Paragraph 7. [b] The State currently has three (3) ITPro Contractors.
2.	[a] How would one find out what rates won the ITPRO RFP last time? [b] Three winners last time right? [c] Would the CD have the cost proposal as well? When could I get that? What is the cost of a copy of the electronic version?	[a] Vendors that want information relating to the previous procurement and current contract for the subject services, such as payment rates or the winning technical proposals, must contact the RFP Coordinator to make an appointment to view the public records or arrange payment (if required) and delivery/pickup of the requested information. [b] See the response to item 1[b] above. [c] The State is able to deliver copies of the technical proposals and cost proposals from the previous procurement on CD. Cost for paper-copy information is \$0.10/per copied page. Presently, there is no charge for information on CD. Delivery charges are the responsibility of the vendor. See also the response to item 2[a] above.
3.	Please let me know who the three vendors [sic] are that currently hold this contract with the state.	ITPro Contracts are currently held by CIBER, Inc.; KBM, Inc.; and Majestic Systems Integration Co./Nashville, Inc.
4.	I assume the responses, or at least the winning responses, from the last RFP for ITPro Services from 2006 are public record and available for review. Can you please advise [sic] me on how to review those responses?	See the responses to items 2[a] and 2[c] above.
5.	[a] Would it be possible for us to stop in and introduce ourselves to you, [Name Deleted] and any of your staff that we might be interacting with? [b] Since one of the owners is in town, and we are going to submit a bid for the ITPro RFP, we were also curious if we could get a copy of the most recent winning bids from the last ITPro RFP.	[a] Since the State is currently in the midst of the RFP process, it is not possible to formally meet with vendor representatives. The only contacts that are permissible at this time are those required for the State to honor public records requests. [b] See the responses to item 2[a] and 2[c] above.
6.	[a] Who are the current incumbents for this contract? [b] How many awards do you expect for this RFP? In the document I saw at least one reference to 5 vendors.	[a] See the response to item 3 above. [b] See the response to item 1[a] above.

	QUESTION/COMMENT	STATE RESPONSE
7.	<p>I have a couple of questions regarding Section B.14 of RFP-317.03-189-09.</p> <p>It states that we must provide four (4) Customer references for similar Staff Augmentation Option projects representing two (2) of the larger accounts currently serviced by proposer and two (2) completed projects.</p> <p>[a] Question: Is it acceptable for the projects to be ongoing; or, does it have to be completed projects.</p> <p>Also, it states that we must provide four (4) Customer references for similar Project Option projects representing two (2) of the larger accounts currently serviced by the proposer and two (2) completed projects.</p> <p>[b] Question: Is it acceptable to use the same client with different contact information for both? For example, we have a staff aug. project with Company A and a project with Company A.</p>	<p>[a] The State is amending RFP Attachment 6.3, Section B, Item B.14 to reduce the number of references required for Staff Augmentation Projects and to allow these references to be for contracts that were either ongoing or completed within the last three (3) years.</p> <p>[b] The same client may be used for multiple references, <u>but only if each reference pertains to a separate contract.</u></p> <p>See amendment to RFP Attachment 6.3, Section B, Item B.14, below.</p>
8.	<p>Here are three questions that we have concerning the RFP:</p> <p>[a] 1) In section B.14, can a reference be used for both Staff Augmentation and Project?</p> <p>[b] 2) In section B.14, can you please clarify what the term "completed projects" means for Staff Augmentation?</p> <p>[c] 3) In section B.14, is it possible to use multiple references from different operating companies under the same parent company?</p>	<p>[a] See the response to Item 7[b] above. References for Staff Augmentation and Project work must be submitted on separate questionnaires: RFP Attachments 6.6 and 6.7, respectively.</p> <p>[b] In the context of a Staff Augmentation Project "completed project" means that the Contractor at one time had a contract with the client to provide staff augmentation services, but this contract is no longer in force. See also the response to Item 7[a] above.</p> <p>[c] Yes, <u>but only if each reference is for a separate contract.</u></p>
9.	<p>Can sub-vendor references be used in lieu of a prime vendor? Can companies provide 2 project refs from the prime and 2 from the subcontractors to meet the requirement of 4 Project Option references?</p>	<p>The State is amending RFP Attachment 6.3, Section B, Item B.14 to clarify the requirements with regard to providing subcontractor references. See amendment to RFP Attachment 6.3, Section B, Item B.14, below.</p>
10.	<p>Can firms propose either staff aug or project option? Or are proposals required on both options?</p>	<p>All Proposers must provide a single technical proposal that responds to both the Staff Augmentation and Project Option services.</p> <p>RFP Attachment 6.3, Technical Proposal & Evaluation Guide - Section C, contains Technical Approach Items that request responses pertaining to both services in the proposal. As stated in RFP Section 3.2.2, the Proposer must use the Technical Proposal & Evaluation Guide to structure the proposal.</p> <p>Requirements to provide both services are included in RFP Attachment 6.1, <i>pro forma</i> Contract. By signing the Proposal Transmittal and Statement of Certifications and Assurances, the Proposer is</p>

	QUESTION/COMMENT	STATE RESPONSE
		committing to provide all services defined in the <i>pro forma</i> Contract. See RFP Attachment 6.2, Number 1). While the Cost Proposal is applicable to the Staff Augmentation option, the Contractors that receive awards under this RFP will then compete on Project Option Statements of Work, as described in <i>pro forma</i> Contract Section A.5.
11.	Are TN county references considered as State of TN references? (e.g., in section B.15, does "State of TN" mean any references within the state, or to the State proper, such as State Departments and Agencies?)	In RFP Attachment 6.3, Section B, Item B.15, "State of Tennessee" means the departments and agencies of the State. Contracts with Tennessee local governments (counties, cities, etc.) are not included.
12.	Is there an incumbent for this project? (TEKsystems, SCB, KBM, others?)	See the response to item 3 above.
13.	If proposing both staff aug and project options, do you want separate proposals or a combined proposal?	See the response to item 10 above.
14.	Can we send reference clients a standard #10 envelope with our corporate logo on it?	Proposers may use any standard #10 envelope for references including standard #10 envelopes with corporate logos. See RFP Attachment 6.3, Section B, Item B.14, Number 2 below for reference check envelope labeling requirements.
15.	We would like to provide 3 references for project-based work from the State of New Mexico. Each reference will represent a different project will have a different sponsor/manager giving the reference. A 4th reference will be from a different client altogether. Is that acceptable? A more general statement of the question would be - Can we provide more than one reference from the same client - assuming they come from project sponsors?	See the response to Items 7[b] and 8[c] above. See also amendment to RFP Attachment 6.3, Section B, Item B.14, below.
16.	<p>A.3.r. <u>Contractor Performance Measures</u>. The success of this multiple-source procurement mechanism depends upon the Contractor responding to every Staff Augmentation and Project Option SOW and providing resumes for every Job Classification in the Staff Augmentation SOWs. The State recognizes that there may be occasions when the Contractor may not be able to respond or provide one or more of the requested Job Classifications. Therefore, the State will apply the following provisions to measure Contractor performance:</p> <p>[a] Is the contractor required to support ALL position types; or may the contractor propose support for certain types of positions or projects?</p> <p>[b] Are you looking for best in class provider of resources and skills or something else?</p> <p>Example : A company specializing in applications wants to supply resources only for ECM, Visual</p>	<p>[a] The State expects the Proposer to bid with the intent of responding to SOWs for all Job Classifications and all types of projects; however, as stated in Contract Section A.3.r., the State does realize that there may be occasions where a Contractor is unable to respond to an SOW.</p> <p>[b] As stated in RFP Section 5.2.1, the evaluation process "is designed to award the contract . . . to the Proposer with the best combination of attributes based upon the evaluation criteria."</p> <p>The evaluation criteria and cost model require each Proposer to respond to <u>all</u> Job Classifications listed in the table in RFP Attachment 6.4. This means that it is unlikely that the successful Proposer will be "best in class" in all Job Classifications. However, the Technical Proposal evaluation process, the weights assigned to each Job Classification in the Cost Proposal, and the Contractor Performance Measures in <i>pro forma</i> Contract</p>

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	Studio, SOLARIS, Visual Basic, Java...etc. but not Security, helpdesk, desktop support etc. [c] How would they be scored/viewed in the selection of the ITPro Contract?	Section A.3.r are designed to select a vendor that is able and committed to provide viable candidates across all Job Classifications. [c] The evaluation process will be as described in the RFP.
17.	<p>B.14 Provide four (4) Customer references for similar Staff Augmentation Option projects representing two (2) of the larger accounts currently serviced by the Proposer and two (2) completed projects.</p> <p>Provide four (4) Customer references for similar Project Option projects representing two (2) of the larger accounts currently serviced by the Proposer and two (2) completed projects.</p> <p>Do the references need to be unique customers or may a customer provide references in all four categories and be considered as 4 references?</p>	See the response to Items 7[b] and 8[c] above.
18.	<p>B.15 Provide a list, if any, of all current contracts with the State of Tennessee and all those completed within the previous five-year period.</p> <p>If the contract has not yet been signed by the State, but has been awarded, how would you like this handled?</p>	The requirement refers to current and completed contracts. A notice of intent to award does not constitute a current or completed contract. Therefore, a contract that has not been signed by all Contractor and State signatories is not to be included in the list.
19.	Is it acceptable to use the same client organization for more than one of the required references? For example: Same state, but different department/agency OR same department/agency, but different project or service provided.	See the response to Items 7[b] and 8[c] above.
20.	Section 1.5.1 of the RFP prohibits “unauthorized contact regarding this RFP with employees or officials of the State of Tennessee other than the RFP coordinator.” However, Section B.14 allows proposers to submit State of Tennessee references using the process outlined in that section. Is it permissible to contact State of Tennessee employees for the sole purpose of providing a reference relative to this RFP?	The prohibition against unauthorized contact in RFP Section 1.5.1 is not intended to apply to legitimate contacts for the sole purpose of obtaining a State of Tennessee reference. It is permissible to contact State employees for this purpose.
21.	Can we submit both staff augmentation and project proposals?	See the response to item 10 above.
22.	If we only submit a staff augmentation proposal and we win the contract can we add our project capabilities at the end before contract signing?	See the response to item 10 above.
23.	<p>Sect. A2a of Att. 6.1-“The State shall have two options for obtaining Information Technology (IT) professional services (ITPRO) through this Contract: (1) Staff Augmentation Option; and (2) Project Option.”</p> <p>Question: Vendor has to response [sic] for both options or vendor can participate in either option- Staffing or Project?</p>	See the response to item 10 above.

	QUESTION/COMMENT	STATE RESPONSE
24.	General: (a) Pl. [a] give the names of the current vendors and [b] rates for current category from each vendor.	[a] See the response to item 3 above. [b] See the response to item 2[a] above.
25.	Sect. C3b- Vendor need to response [sic] rates for all 32 Job Classifications?	The Proposer must enter hourly rates for Years 1, 2, and 3 of the Contract for each Job Classification. See RFP Attachment 6.4, Requirements: Number 2. See also the response to item 16[a] above.

E. Delete Item B.14 of RFP Attachment 6.3, Section B, in its entirety and insert the following in its place:

	<p>B.14 Provide the following customer references:</p> <p>a. Three (3) customer references for projects similar to the State's Staff Augmentation Option projects, as described in <i>pro forma</i> Contract Section A.4. These three references may be for either current contracts or contracts completed within the last three (3) years. These references may be for contracts with the State of Tennessee. (Use the questionnaire in RFP Attachment 6.6.)</p> <p>Subcontractor references may be used to meet this requirement; however, at least one of the three references must be for the prime vendor (Proposer).</p> <p>Do not provide more than three Customer references. If the Proposer provides more than three references, the State will <u>randomly</u> select three references for evaluation purposes.</p> <p>b. Four (4) Customer references for projects similar to the State's Project Option projects, as described in <i>pro forma</i> Contract Section A.5. These references should represent two (2) of the larger accounts currently serviced by the Proposer and two (2) completed projects. These references may be for contracts with the State of Tennessee. (Use the questionnaire in RFP Attachment 6.7.)</p> <p>Subcontractor references may be used to meet this requirement; however, at least one of the four references must be for the prime vendor (Proposer).</p> <p>Do not provide more than four Customer references. If the Proposer provides more than four references, the State will <u>randomly</u> select four references for evaluation purposes.</p> <p>c. In addition to the above references, provide at least one (1) reference for each of the Proposer's subcontractors. These subcontractor references can be for either the Staff Augmentation or Project Options. If a reference for a given subcontractor was provided in response to Items B.14.a or B.14.b above, it is not necessary to provide another reference for that subcontractor.</p> <p>The same client may be used for multiple references as long as each reference pertains to a separate contract.</p> <p>All references shall be provided to the State in the form of questionnaires that have been fully completed by the individual providing the reference. The State has included the reference check questionnaires to be used, as RFP Attachment 6.6. and RFP Attachment 6.7. THE PROPOSER MUST USE THESE FORMS, OR AN EXACT DUPLICATE THEREOF.</p>
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The Proposer will be solely responsible for obtaining the fully completed reference check questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference check questionnaire, the Proposer shall follow the process detailed below exactly:

1. Proposer makes an exact duplicate of the State's form, as it appears in RFP Attachment 6.6.
2. Proposer sends the copy of the form to the reference it has chosen, along with a new, standard #10 envelope. The outside of the envelope must be clearly marked as to whether it contains a Staff Augmentation Option or Project Option reference questionnaire. The outside of the envelope must also identify the reference as a Customer, Subcontractor, or State of Tennessee reference.
3. Proposer directs the person providing the reference check feedback to complete the form in its entirety, sign and date it, and seal it within the provided envelope. The person may prepare a manual document or complete the exact duplicate Word document and print the completed copy for submission. After sealing the envelope, the person providing the reference must sign his or her name in ink across the sealed portion of the envelope and return it directly to the Proposer. The Proposer will give the reference check provider a deadline, such that the Proposer will be able to collect all references in time to include them within its sealed Technical Proposal.
4. When the Proposer receives the sealed envelopes from the reference check providers, the Proposer will not open them. Instead, the Proposer will enclose all of the unopened reference check envelopes, in an easily identifiable larger envelope, and will include this envelope as a part of the written Technical Proposal. Therefore, when the State opens the Technical Proposal box, the State will find a clearly labeled envelope enclosed, which contains all of the sealed reference check envelopes.
5. The State will base its reference check evaluation on the contents of these envelopes. **THE STATE WILL NOT ACCEPT LATE REFERENCES OR REFERENCES SUBMITTED THROUGH ANY OTHER CHANNEL OF SUBMISSION OR MEDIUM, WHETHER WRITTEN, ELECTRONIC, VERBAL, OR OTHERWISE.**

Each reference must include:

- The Proposer's name
 - The reference's organization name
 - The name of the person responding
 - The title of person responding
 - The date the reference form was completed.
6. The State reserves the right to clarify information presented in the reference check questionnaires, and may consider clarification responses in the evaluation of reference checks. However, the State is under no obligation to clarify any reference check information.

Each evaluator will generally consider the references provided in accordance with the rules above. Current or prior contracts with the State are not a prerequisite and are not required for the maximum evaluation score possible, and the existence of such contracts with the State will not automatically result in the addition or deduction of evaluation points.